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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Thomas Henry Helzerman Group Art Unit: 3623

Serial No.: 09/543,227

Examiner: Susanna M. Meinecke
Diaz

Filed: April 5, 2000 In Response to Office Action

Dated: January 1, 2003

For: QUALITY OPERATING SYSTEM

RECEIVED

JUN 06 2003

Attorney Docket No.: 200-0487

GROUP 3600

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**LETTER OF TRANSMITTAL ACCOMPANYING SUBSTITUTE SHEETS OF
DRAWINGS**

Dear Sir:

Attached herewith are nine (9) substitute sheets of drawings for Figures 1-9. Please replace the originally submitted Figures 1-9 associated with the above-referenced application with the nine substituted sheets of drawings having margins conforming to requirements under 37 CFR 1.84(g) for Figures 1-9.

In the event that the present nine substitute sheets of drawings are not in a condition for allowance for any other reasons, the Examiner is respectfully invited to call the Applicant's representative at his Bloomfield Hills, Michigan office at (248) 540-4040 such that necessary

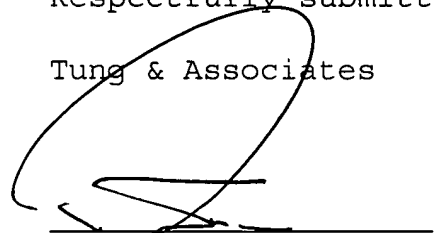
U.S.S.N. 09/543,271

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action may be taken to place the drawings in a condition
for allowance.

Respectfully submitted,

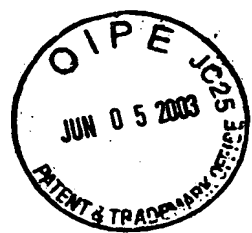
Tung & Associates

A handwritten signature in dark ink, appearing to read 'Randy W. Tung', is written over a horizontal line. The signature is stylized with a large, sweeping loop at the beginning.

Randy W. Tung

Reg. No. 31,311

Telephone: (248) 540-4040



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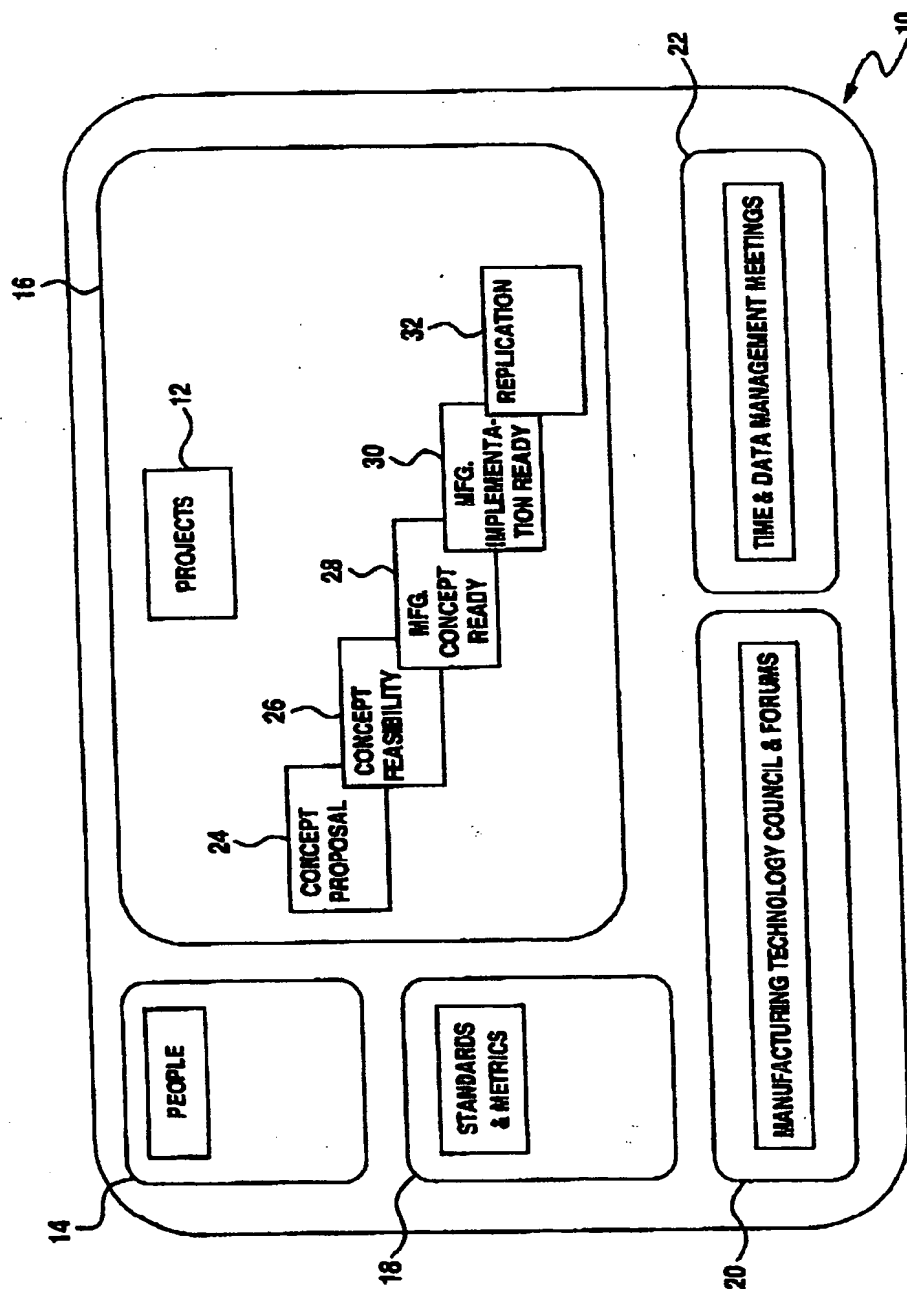
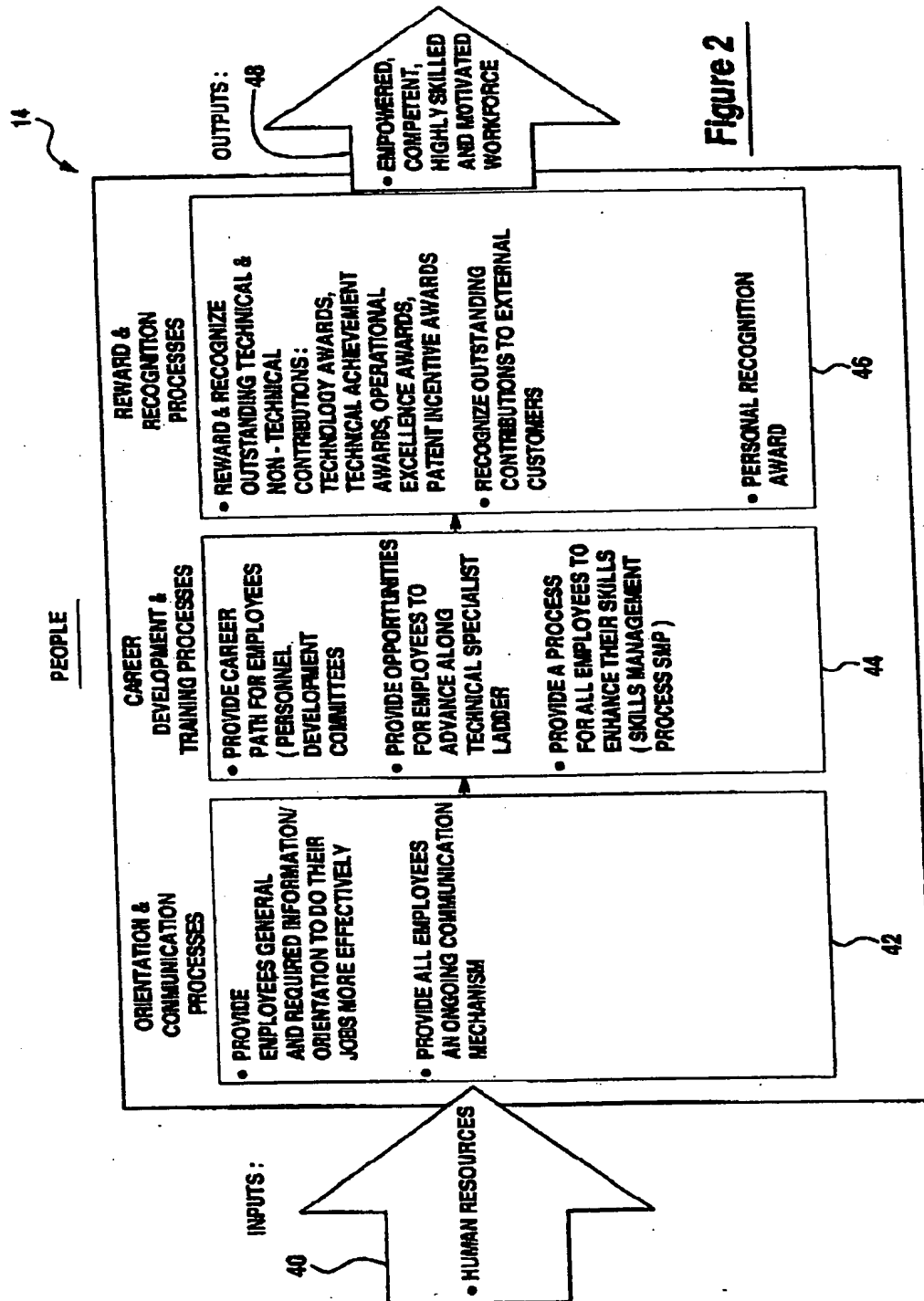
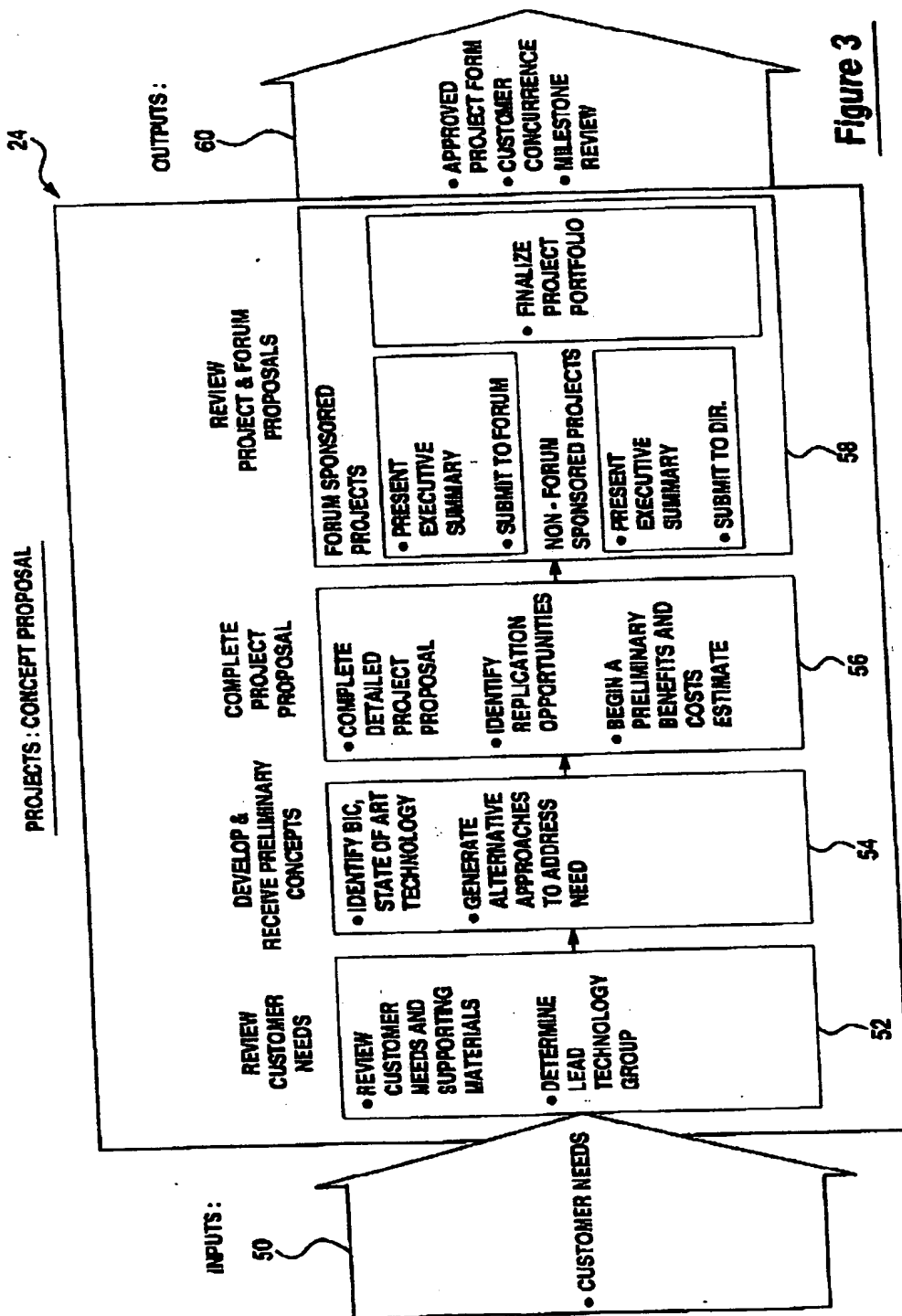
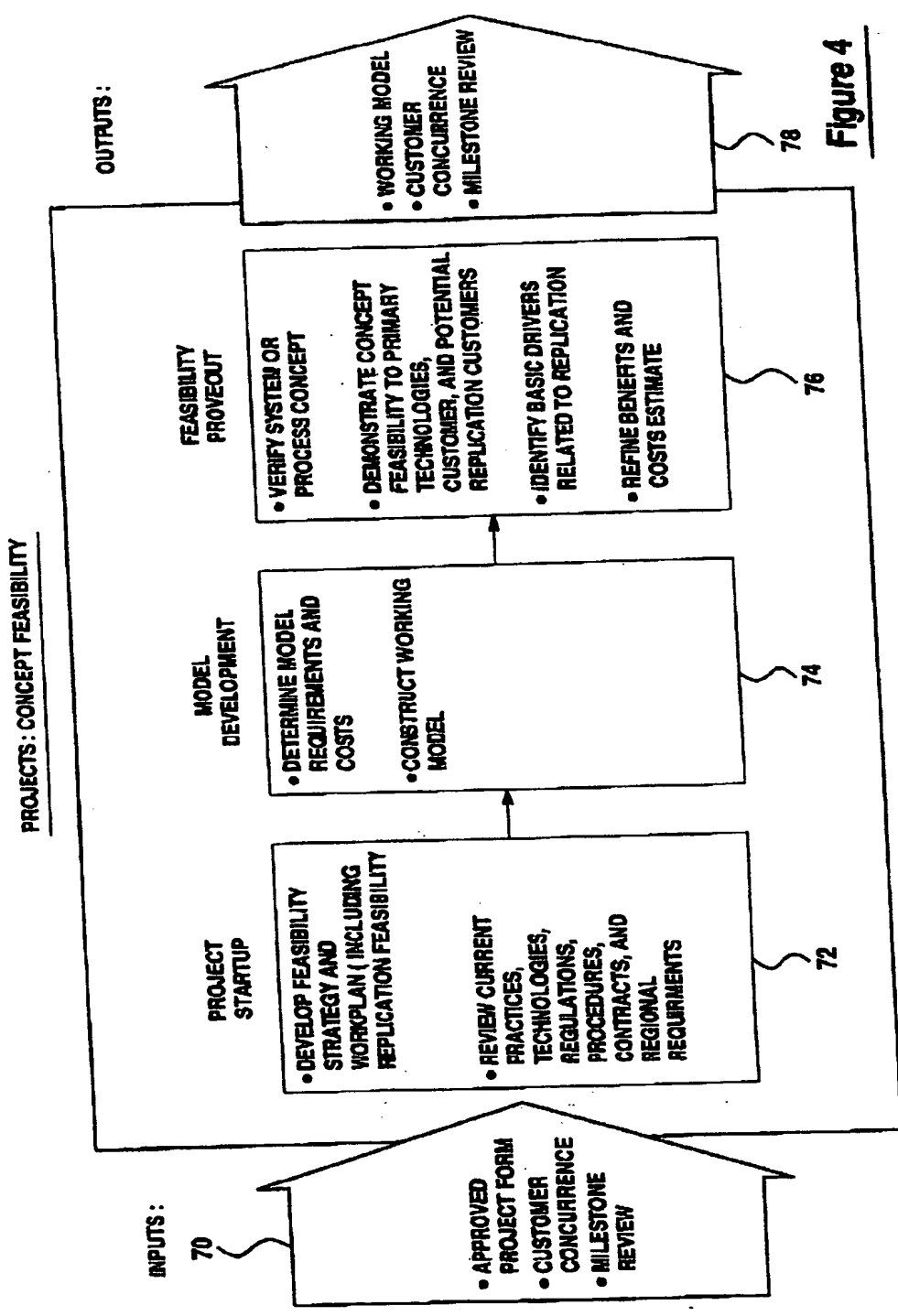
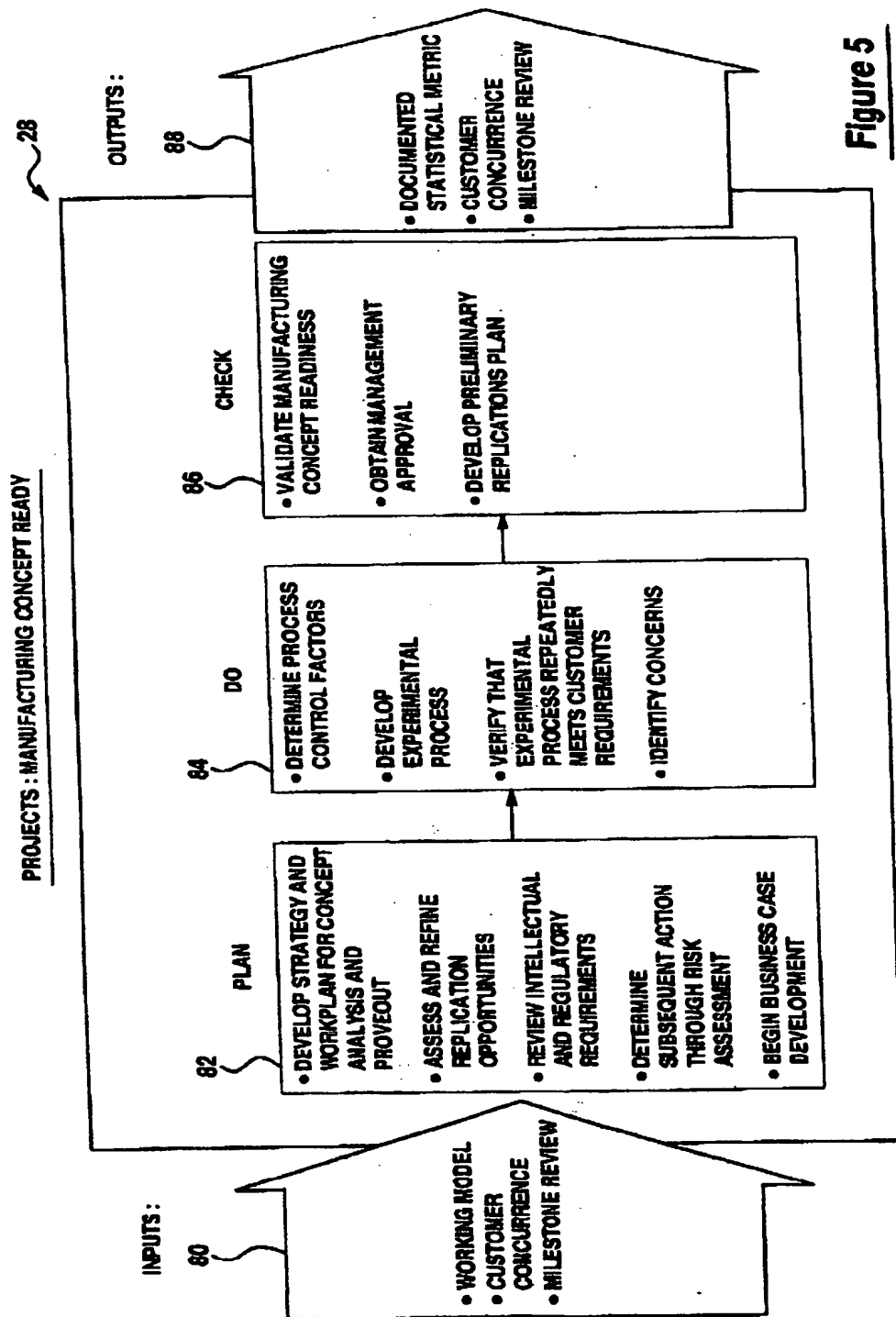


Figure 1





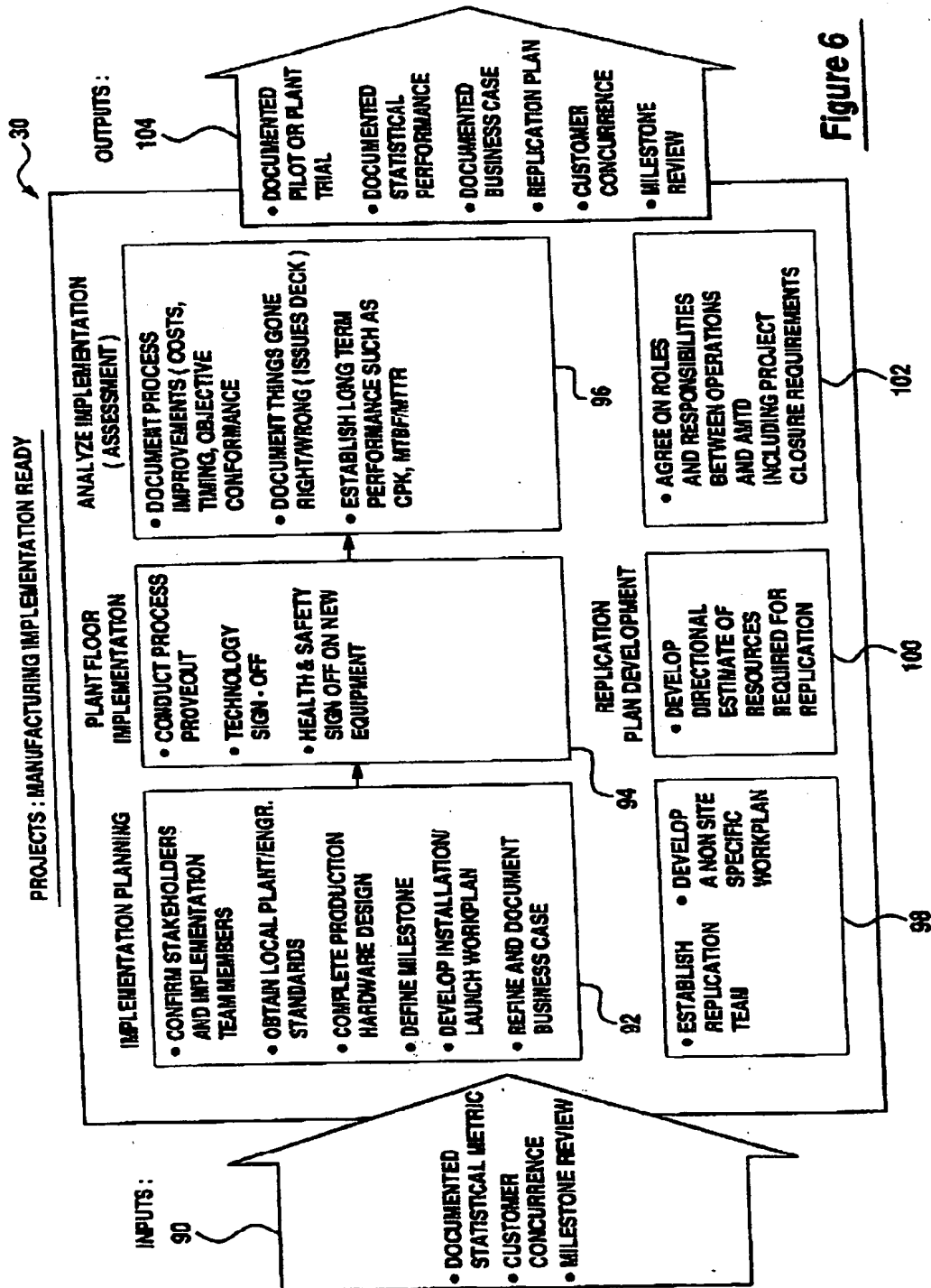


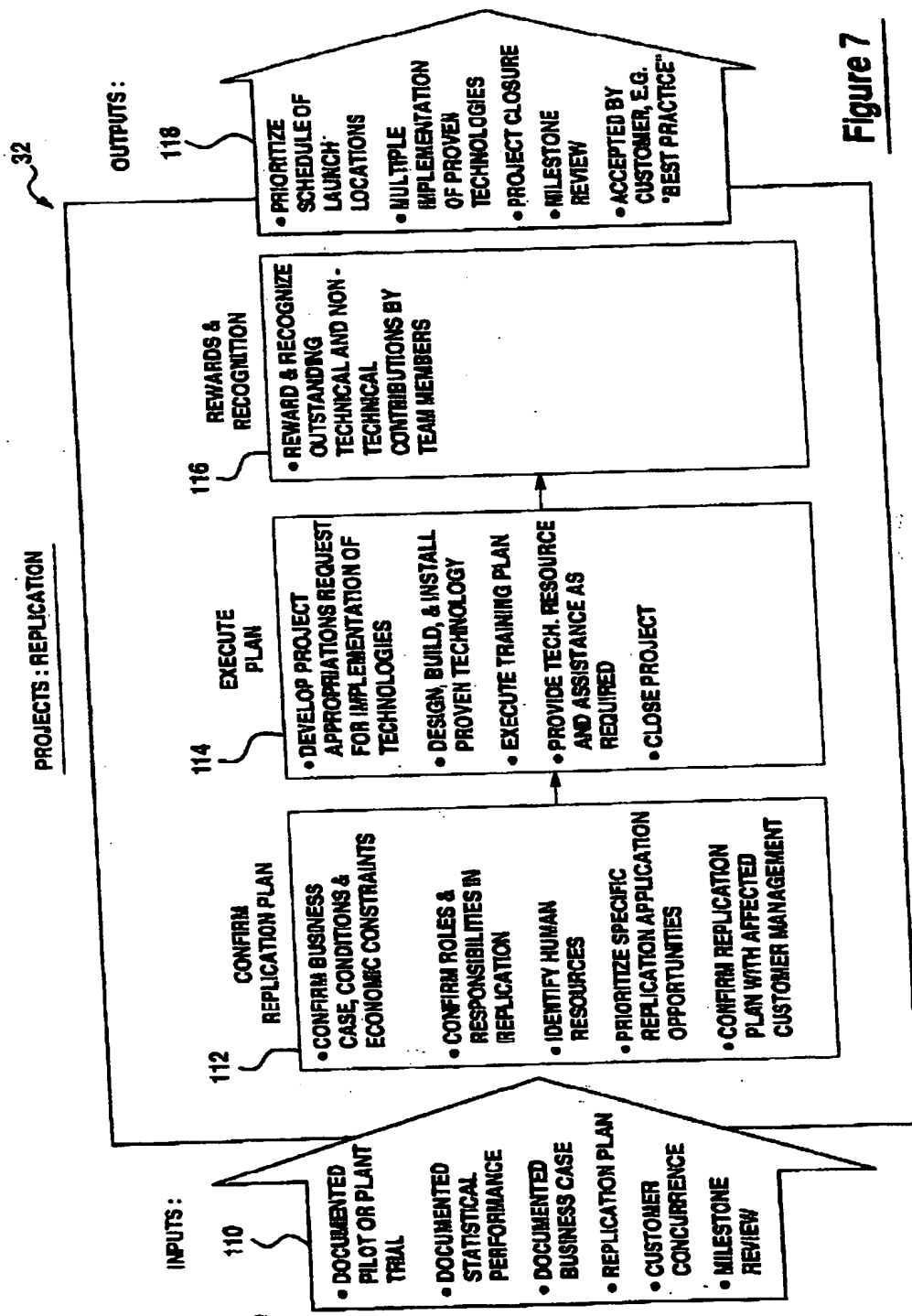




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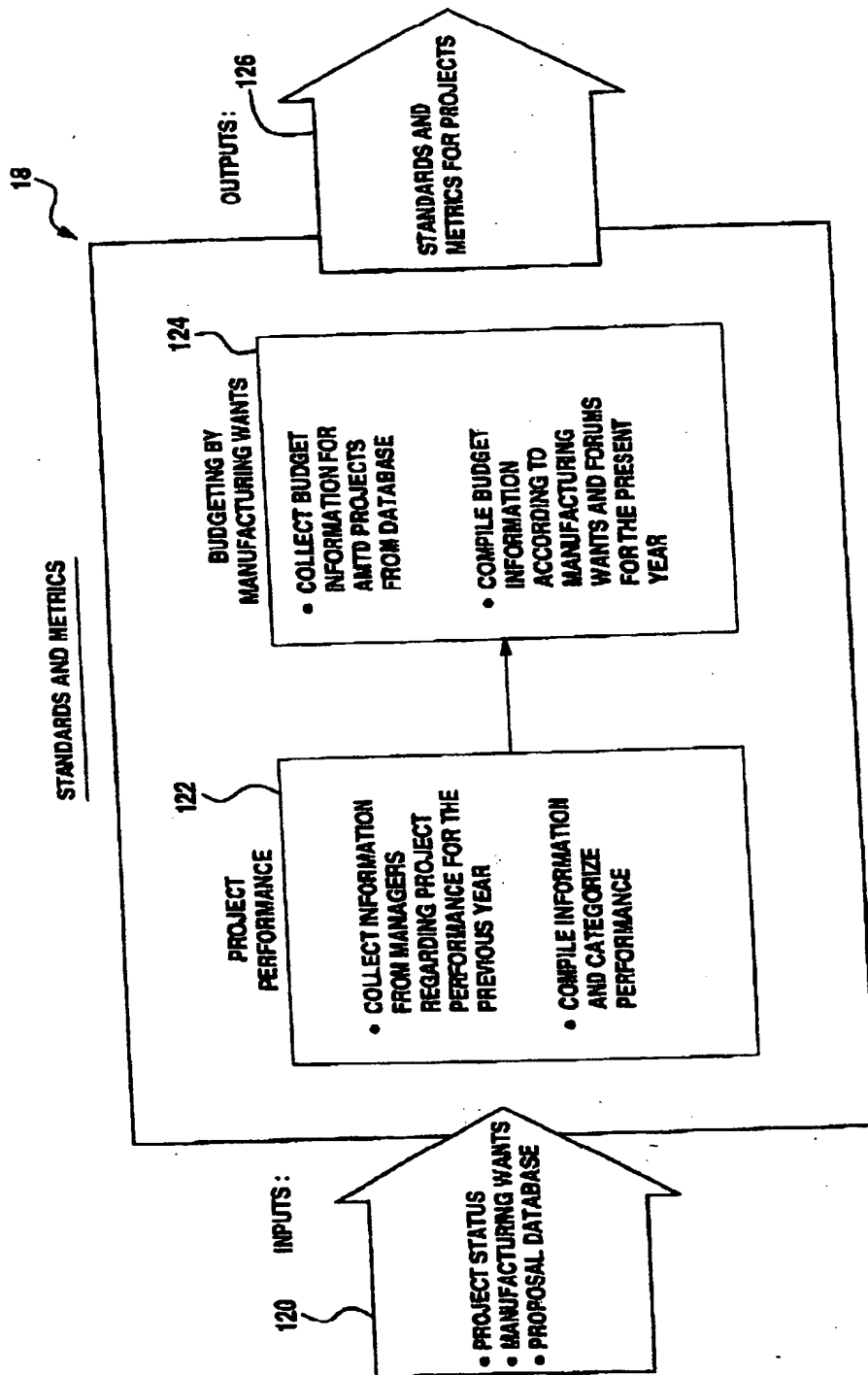


Figure 8



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